

Islesboro Municipal Broadband

As an IMB subscriber your home or business will access the Internet using a high-capacity symmetrical 1-gigabit fiber-optic broadband connection.

- Your home or business will be equipped with an electronics box called an Optical Network Terminal or ONT. This box can provide a private password-protected Wi-Fi network, capability for wired Ethernet, and a provision to connect your current phone wiring.
- You will pay a \$360 yearly subscriber fee in June at the Islesboro Town Office.
- If you need support or the IMB needs repair, help can be reached by dialing a 24x7 support center. A trained on-island technician will be dispatched if a site visit is required.

Get Your Property Ready for the IMB Installation

Getting your property ready for your IMB installation is your responsibility. Help us make sure that your installation will be successful the 1st time.

For the great majority of subscribers, getting ready is easy.

No Charge Construction-Phase Installation Steps

1. **Sign the Subscriber Agreement** – The Town Office will mail you your agreement. Return the agreement signed by both the subscriber and the property owner. This agreement provides permission for access to your property as well as explains the IMB service, fees and responsibilities.
2. **Install Your Fiber Drop Cable** - Waveguide comes by to install an aerial and/or buried fiber optic cable from your premise's power/phone service utility pole (along island public or private utility pole lines) to the exterior of your home or business adjacent to your existing phone interface box. See below for information about buried conduits and other premise considerations. No one need be home for this step.
3. **Pay Your Subscriber Fee** – The Town Office will mail you a bill for your Subscriber Fee just prior to the installation team arriving in your neighborhood. The Fee is a prorated \$360 per year (July-June).
4. **Install Your Electronics** – Waveguide will schedule a time to come into your home or business to install & test your Optical Network Terminal (ONT) broadband electronics box. They will then clean up. You or your representative must be present for this step.

Though this is a simple 4-step process; there are considerations to be aware of. Please read thru the considerations section below to see if any apply to your property.

Answers to Your Questions

The latest information on getting ready, construction progress, and answers to frequently asked questions are posted on the Town website (www.townofislesboro.com/imb) and via subscriber e-mail and Facebook social media.

If you have questions or issues getting ready contact the Town Office. They will either help you then or connect you with someone who can help.

- Town Office point-of-contact person: Tina Pendleton
 - E-mail: IMB@townofislesboro.com
- Town Office at 150 Main Road
 - Phone: (207) 734-2253
 - Mail: PO Box 76, Islesboro, ME 04848

Construction Phase Installation Policies

- Be ready when Waveguide is.
 - Waveguide is the town's contracted construction firm building the IMB.
 - Waveguide will contact you to schedule a mutually agreeable time for the interior ONT installation. Your or a representative must be present and the power must be on. If you fail to be ready, they will work with you to schedule a second visit. However, after two scheduled attempts to perform the installation, your property will be taken off the construction time installation list and you will be billed for the installation if/when you choose to sign up again.
- IMB's construction budget pays to install one subscriber fiber + *Optical Network Terminal* (ONT) electronics box per property where the owner has signed up.
 - A single ONT and 1-gigabit service is more than enough Internet access bandwidth for most subscribers or island businesses
 - Property owners may distribute the IMB Internet connection to their directly adjacent properties. However, any wiring or equipment to distribute connectivity around a property is the owner's responsibility.
 - Subscribers cannot share their IMB Internet connection with other owner's properties.
 - Additional drops are available to those who have signed up. These will be installed on a labor and materials basis. The Town Office will provide an estimate and you can pay the installation fee.
- Nothing happens without a signed subscriber agreement that provides permission for property access, policy details, Fee schedule, who does what,...
- Subscriber Fee - \$360 per year (July-June) prorated from the 1st month after your premise's light up date. Billed by the Town Office and paid in advance.
- GWI Optional Phone Plan will be made available to subscribers. Various calling plans, multiple lines, residential & business plans are available but there is only one bill per ONT.
- The Town and IMB assume the responsibility for subscriber support and assuring a working connection and ONT. The IMB does not provide other interior wiring, configuration or gear beyond the working ONT.

Installation Considerations

Aerial Utilities

Most properties on the island have a typical aerial cable power & Telco service from a nearby utility pole to the exterior wall of the premise. In these cases the Waveguide team will follow that path and install an aerial fiber cable to the location near where your other utilities attach to your home or business. Your only readiness concern is the actual location of the ONT electronics box.

Buried Utility Conduits

If buried conduits serve your home or business you will need to assure that those conduits are ready to receive the IMB fiber optic cable. All conduits on the island are privately owned or shared/owned by a home-owner association.

The Waveguide installation team needs an open unobstructed conduit from your premise's utility service pole to your premise near where the electronic equipment will be installed. Typically the conduit leads to a point near to your existing phone network interface box.

Readying your conduits is your responsibility. You can do the job yourself or hire a contractor to do it. The Town provides the specifications and has briefed island contractors who do this work if you need their help doing it. In addition the Town Office has a list of contractors who have the briefing materials.

Existing communications conduits with Telco cables can be used if there is at least a 1" diameter of free space with a pull line AND there are no Telco-owned pedestal boxes anywhere along the run.

If there is no conduit, no conduit space or Telco pedestals exist then a new conduit needs to be installed. See the IMB Conduit briefing documents for the specifications for new conduits.

ONT Considerations and Choices

The IMB offers a choice of two Optical Network Terminals or ONTs. Which ONT is the correct one for your home or business is not a difficult choice. Both of these ONTs can be seen at the Town Office in typical installation mockups. Please confirm with the Town Office what your choice is when you sign your subscriber agreement. If we don't hear from you the IMB will assume you are ready to have a living space ONT with Wi-Fi installed.

Living Space ONT with Wi-Fi – This ONT is a one-box-does-it-all solution for most residences and small businesses. It will be installed along with its power supply within 10' of the location where the fiber attaches to your home or business – typically near the current phone interface box. The built-in Wi-Fi is adequate to serve most modest homes so the actual mounting location is not critical. However this ONT and its power supply must be securely mounted to a wall or placed in a secure location (utility closet) within the living space. A standard 110v receptacle must be within about 8' of the mounting location.

A typical installation mockup can be seen at the Town Office. Note the 2'x2' square area of wall space. An ideal situation is a 2'x2' piece of plywood mounted to the wall. However the ONT can be mounted directly to the drywall.

In addition to Wi-Fi this ONT provides 4xRJ45 1gigabit Ethernet jacks for directly wiring network gear and 2xRJ11 phone jacks that will be wired to your existing phone wiring if you purchase an optional phone plan.

Please call the Town Office if you think this typical installation does not suit your home or business.

Weatherproof ONT no Wi-Fi – This ONT is ideal for homes or businesses with existing Ethernet wiring serving one or more Wi-Fi routers and other direct-wired network gear. It is housed in a weatherproof box that must be securely mounted on a wall or other vertical surface. The ONT can be located on an exterior utility stub pole, exterior wall, in a basement, utility closet and so forth. However its partner power supply must be securely mounted inside out of the weather as close as possible to the ONT but no further than 50' +/- from the ONT location. The power supply must be within 8' +/- of a 110v receptacle. This ONT provides connections to: 2x1gigabit Ethernet RJ45 jacks and provision for multiple phone lines. However you are responsible for this wiring and the connectivity to the ONT.

Frequently Asked Questions

What happens if I don't install now?

After the Waveguide construction installation team completes its work and departs the island, subscribers will pay the full labor and material costs for their installation. This will be \$600 or more depending on your property situation.

Who owns the equipment?

The Town owns all the IMB equipment up to and including the ONT, its power supply, wiring and fiber. You are responsible for labor and materials to repair any damage to the Town-owned equipment.

I rent my home?

The IMB connection is to a particular property. Both the owner and the subscriber sign the Subscriber's Agreement.

Is there a phone plan?

GW1, the IMB network operator, offers several phone plans for an additional monthly fee. These plans range from simple residential plans to business plans. You can transfer your 734 numbers to this new service and use your existing phones and wiring. GW1 will send the details to all signed-up subscribers.